

CSHCS INFO #11-2012 - CHAMPS claims processing defect
Wed 8/15/2012

Do not respond to this email. Please contact Pat McNutt Mcnuttp1@michigan.gov if you have any questions.

From: McNutt, Patricia (DCH)
FYI to LHD's:

Notification of CHAMPS claims processing defect.

You may be getting calls regarding claims being denied for, "CSHCS has not authorized this provider"(error code 1794) when in fact the provider was authorized for the date of service.

I just received verification that the claims appear to be setting the 1794 error code incorrectly. A request has been made on our behalf to correct this problem. As soon as I am notified that this has been corrected, I will let you know.

In the meantime, when you have verified that the provider is authorized for the date of service and that the provider billed AFTER the authorized date, please tell the caller that this is a CHAMPS defect currently being looked into. I believe the providers are notified via messages on CHAMPS when it gets corrected so that they can re-bill.

Thanks

Pat McNutt
MDCH-CSHCS
Policy and Program Development Section
517-241-8202
FAX 517-241-0796
Mcnuttp1@michigan.gov